









Performance Measure Description	Target Value	Current Month	Target Results		
			<i>miss</i>	<i>hit</i>	<i>exceed</i>
		Feb '06			

Information Processing Center

Operations Services

Percentage of online availability.	99.70	99.98			
Percentage of Batch availability.	99.70	99.77			
% of online transactions processed in 5 seconds or less	99.50	99.48			
% of mainframe batch jobs completed on time	99.50	99.88			
CPU utilization not to exceed 95 percent.	95.00	77.36			
Percentage of IPC Mainframe Help Desk problem calls resolved - correct the 1st time	80.00	86.71			
Percentage of timely and accurate IPC Report Distribution	95.00	98.73			
Availability of IMS for Service Arizona	95.00	99.98			

LEGEND

Met Target

Exceeded Target

Did Not Meet Target